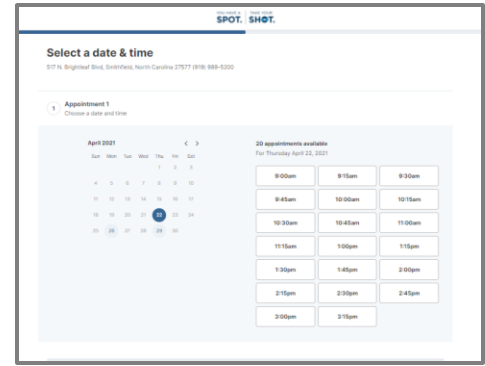


How to Use the Scheduling Feature in CVMS

What is the scheduling feature in the COVID-19 Vaccine Management System?

Vaccine providers enrolled in the COVID-19 Vaccine Management System (CVMS) have access to a free vaccine appointment scheduling feature that:

- ✓ Enables recipients to self-register
- ✓ Makes available appointments easy for recipients to find, including on the state's Vaccine Site Finder website (<https://MySpot.nc.gov>)
- ✓ Allows people to use the scheduling feature in both English and Spanish
- ✓ Makes it easy for recipients to cancel appointments, reducing no-shows



How do I enable the scheduling feature in CVMS for my location(s)?

- ☐ **Login** to the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>
- ☐ Go to the **Locations** tab and click **Enable Scheduling**
- ☐ Select provider(s) and click **Next**
- ☐ Review each statement and select each checkbox then click **Save**



Each provider should only be enabled once. Providers can then choose to use the scheduling feature for some or all of their locations

Initial Setup for Your Location

- ☐ Go to the **Locations** tab and select a location
- ☐ Check the **CVMS Scheduling** checkbox then click **Save**
- ☐ Click on the **Related** tab
- ☐ Click **New** to create a new Vaccine (Appointment) Supply record. Select the following:
 - ☐ Vaccine: VAX-0000
 - ☐ Current Stock: 0 (for initial setup)
 - ☐ Date of Stock Count: Today's date
 - ☐ Dose Number: 1
- ☐ Click **Save**
- ☐ Create another new Vaccine (Appointment) Supply record with a Dose Number of 2 and a Current Stock of 1,000,000
- ☐ Click on the **Availability** tab
- ☐ Create the location's appointments schedule:
 - ☐ Time Window Duration: How long each appointment is
 - ☐ Start Date: First date recipients can book an appointment
 - ☐ Closing Date: Last date recipients can book an appointment
 - ☐ Available Date: Today's date
- ☐ Update the opening hours & capacity
 - ☐ Indicate days that will have appts. & operating hours
 - ☐ Enter the number of appointments per time window. This is the number of appointments that can happen at the same time.
- ☐ Set the number of appointments you would like to make available:
 - ☐ Click on the **Related** tab. Under the 1st Dose Vaccine (Appointment) Supply record, change the current stock from 0 to the number of appointments you would like to initially make available
- ☐ Click **Save**

How do I update and add new appointments?

- ☐ Go to the **Locations** tab and select a location
- ☐ Click on the **Related** tab and open the first-dose vaccine supply record
- ☐ Update the Vaccine (Appointment) Supply to add the number of new 1st dose appointments to the Current Stock amount
For example, if current stock is set at 900 and you wish to allow 100 more appointments, increase the current stock to 1,000
- ☐ Click **Save**
- ☐ Click the **Availability** tab
- ☐ If applicable, update the start and closing dates to determine which days are open for scheduling appointments
- ☐ Click **Save**

Additional Resources

For more instructions, including how to remove and cancel appointments, please refer to the following user guides: [Manage Appointment Scheduling User Guide](#), [Addendum for Scheduling Feature at Point of Care and Vaccine Administration User Guide](#)